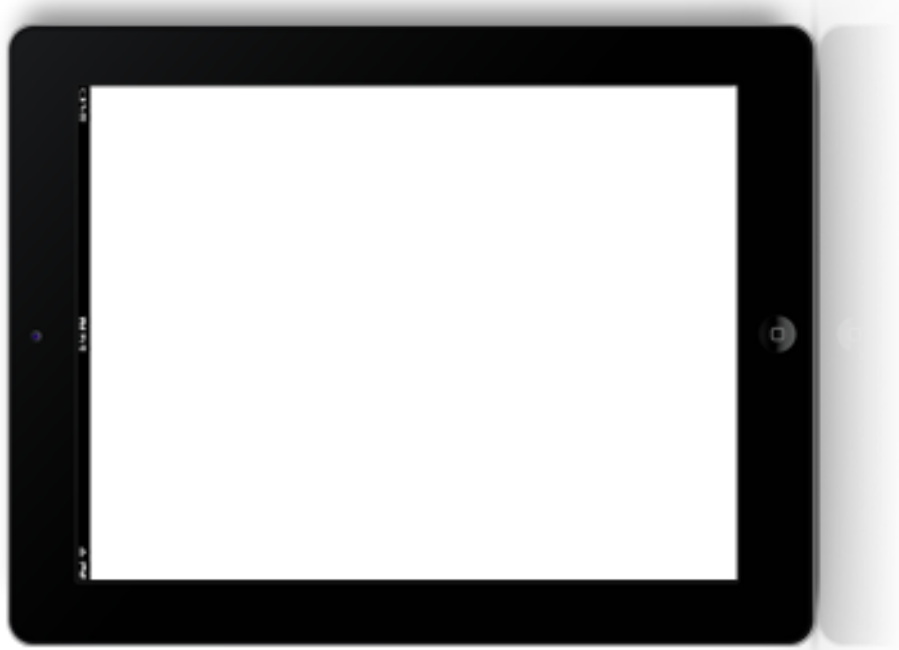

- 5.1 Leadership and commitment
- 5.2 Policy
- 5.3 Organizational roles, responsibilities and authorities

5. LEADERSHIP

Commitment of the leadership with respect to the QMS

5.1 Leadership and commitment

5.1.1 General

demonstrate leadership and commitment with respect to the quality management system

5.1.2 Customer focus

demonstrate leadership and commitment with respect to customer focus

5.1 Leadership and commitment

5.1.1 General

Top management* demonstrate leadership and commitment to the QMS :

- a) accountability for the QMS
- b) quality policy and quality objectives
- c) integration of the QMS into the organization’s business processes
- d) promoting the use of the process approach and risk-based thinking;

definition

TOP MANAGEMENT

person or group of people who directs and controls an organization at the highest level

5.1 Leadership and commitment

5.1.1 General

Top management demonstrate leadership and commitment to the QMS :

- a) accountability for the QMS
- b) quality policy and quality objectives
- c) integration of the QMS into the organization’s business processes
- d) promoting the use of the process approach and risk-based thinking;

5.1 Leadership and commitment

5.1.1 General

- e) resources needed are available;
- f) communicating the importance of QMS requirements
- g) QMS achieves its intended results
- h) engaging, directing and supporting persons to contribute to the QMS
- i) promoting improvement;
- j) other relevant management roles

5.1 Leadership and commitment

5.1.2 Customer focus

demonstrate leadership and commitment with respect to customer focus by ensuring that:

- a) customer and legal requirements are determined, understood and consistently met
- b) the risks and opportunities are determined and addressed
- c) the focus on enhancing customer satisfaction is maintained

5.2 Policy

- 5.2.1 Establishing the quality policy

- 5.2.2 Communicating the quality policy

5.2 Policy

5.2.1 Establishing the quality policy

establish, implement and maintain a quality policy :

- a) appropriate to the purpose and context of the organization and supports its strategic direction;
- b) provides a framework quality objectives;
- c) commitment to requirements
- d) commitment to improvement

5.2 Policy

5.2.2 Communicating the quality policy

The quality policy shall:

- a) be available and be maintained as documented information;
- b) be communicated, understood and applied within the organization;
- c) be available to relevant interested parties, as appropriate.

5.3 Organizational roles, responsibilities and authorities

Top management shall ensure that the responsibilities and authorities for relevant roles are

- assigned,
- communicated
- and understood within the organization.

5.3 Organizational roles, responsibilities and authorities

assign the responsibility and authority for:

- a) ensuring that the QMS conforms to the requirements of this Standard
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the QMS and on opportunities for improvement

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5.3 Organizational roles, responsibilities and authorities

assign the responsibility and authority for:

- d) ensuring the promotion of customer focus throughout the organization

- e) ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.